



▶ **Let's Learn
Together**

.....

For Consumers and Assistants of
Personal Assistance Services

Name of Personal Assistance Agency

Phone Number

Personal Assistance Services



How Can This Booklet Help Me?

This booklet is for people who are either receiving personal assistance services in their home or those persons who deliver personal assistance services in the home setting. The booklet also focuses on the relationship between the personal assistant and the consumer.

The booklet is divided into two sections:

Section 1— What is Personal Assistance?

This section is meant to help consumers of the service understand what personal assistance is and their relationship with their personal assistant.

Section 2— Am I a Good Personal Assistant?

This section is meant to help personal assistants review what their responsibilities are and how to provide the best service possible.



Table of Contents

What is Personal Assistance?	4
How can personal assistance help me?	4
Who is eligible for personal assistance services?	5
Can my family help me and get paid for it?	6
How do I get personal assistance services?	7
What happens after I've been referred for services?	7
What services can I receive?	7
List of Services.	8
How do I get services and who decides what services I will receive?	9
Fair Hearing Process	10
Who are personal assistants?	11
Who do personal assistants work for?	11
How old do I have to be to receive personal assistance?	11
Can personal assistants take care of me outside my home?	12
Can personal assistants take care of me if I live in a foster or group home?	12
Are there things my personal assistant is not allowed to do?	13
What am I responsible for?	15
What do I do if I have a complaint?	16
Am I a Good Personal Assistant?	17
Why are personal assistants important?	17
Who is my boss?	17
What are my responsibilities?	18
Why is the Service Delivery Record so important?	18
Do I get training and what are the training requirements?	19
How do I report suspected abuse or neglect?	20
Need More Information? List of Regional Offices	21

What is Personal Assistance ?

"It's morning and I can't get out of bed. I wish I had someone to help me get started for the day."



Many people only need a helping hand to get them

going for the day and then some help to end the day on a safe note. Do you find yourself in this situation and how do you handle it?

How Can Personal Assistance Help Me?

Personal Assistance is a service offered by Montana Medicaid to help people stay in their own homes if they need some assistance. Personal Assistance may be the difference between staying at home and going to a nursing home. Read on to find out who is eligible for the service, how to get services, and how to work with your assistant to make this a comfortable and happy experience.



Who is eligible for Personal Assistance Services?

To be eligible for personal assistance services through Montana Medicaid you must:

1. Be eligible for Full Medicaid. Look at your Medicaid card and it will say either FULL or Basic. You must be eligible for FULL Medicaid to get personal assistance services.
3. Have a medical condition that requires you to have help in your home in order to stay there.
4. Have a nurse from Mountain Pacific Quality Health look at the assistance you need in your home that you are not receiving.



Can my family help me and get paid for it?

Immediate family members *cannot* be paid by Medicaid to provide personal assistance to you. This includes the following family members:

- Husband or wife;
- Natural parent of a minor child (less than 18 years old);
- Adoptive parent of a minor child;
- Step-parent of a minor child;
- Foster parent of a minor child; and
- Legal guardian.

Other family members may be eligible for payment if they are hired by an enrolled Medicaid Provider (a private agency that has an agreement with the Montana Medicaid program to provide personal assistants). Providers do not have to hire relatives of consumers, and all assistants must meet the provider's hiring conditions.



How do I get personal assistance services?



Usually, someone refers you for services. This may be a hospital, Independent Living Center, Area Agency on Aging, Adult or Child Protective Worker or any number of community provider agencies. You may also refer yourself.

What happens after I've been referred for services?

A nurse from Mountain Pacific Quality Health will contact you within 10 days of getting your information and work with you to come up with a plan of care that will help you the most.

What services can I receive?

Each person is different and has different needs. The services you may be eligible to receive are listed on the following page. Make sure you understand what services you can get and talk to the nurse about what services you need when she/he comes to visit you.



List of Services:

Service	Examples	Restrictions
Activities of Daily Living	<ul style="list-style-type: none"> Bathing Dressing Grooming Toileting Transferring Positioning Meal preparation Eating (including GI tube feeding) Exercise Medication assist 	These services may only be provided to the person getting personal assistance services.
Housekeeping Tasks (to insure a safe environment)	<ul style="list-style-type: none"> Changing bed sheets Light housekeeping Cleaning medical equipment Laundry Washing dishes 	<ul style="list-style-type: none"> When you live with your family, the family must do most household tasks. Household tasks may only be provided if the person has one of the activities of daily living needs outlined above. This does not include household tasks for the entire family.
Escort to medical appointments	Going with and assisting a person to medical appointments paid for by Medicaid.	Escort is only approved when you need help going to or at the medical appointment and when a family member or significant other is unavailable to transport.



How do I get services and who decides what services I will receive?

You can call a local Medicaid personal assistance agency yourself to make the referral or your doctor, social worker, or a friend may make a referral on your behalf. To make a referral directly contact Mountain Pacific Quality Health at 1-800-497-8232. After the referral is made it is sent on to a nurse at Mountain Pacific Quality Health. The nurse will contact you within 10 working days of receiving the referral and visit you in your home within 30 days. During the visit the nurse will do the following:



- explain the process;
- complete a consumer assessment of your need for personal assistance; and
- give you materials explaining the program and providers in your area.

After the visit the nurse will send your information on to the provider agency you have chosen. The nurse will inform you about what services are approved or if you have been denied services.

The nurse may see you again if your condition changes and every year for an annual evaluation. If you have been denied services and you don't agree with the determination you will be given a form to file a fair hearing.



You have the right to a Fair Hearing.



Purpose

The purpose of a fair hearing is for a consumer to explain why they believe they have been wrongfully denied services or services have been stopped.

Process

The fair hearing process has two parts.

1. Informal administrative review.

The administrative review allows the consumer to tell why they are asking for a fair hearing and the determination is made as to whether the original decision to deny or terminate services is to be upheld or reversed.

2. Formal hearing

The formal hearing is before a hearing officer for which all parties are sworn in.

Requesting a hearing

A provider, consumer, or his/her official representative must request a hearing in writing and mail the request to:

Department of Public Health and Human Services
Hearings Officer, PO Box 202951,
Helena, MT. 59620-2951.

The request must be postmarked or delivered no later than 90 calendar days following the date of notice of determination.



Who are Personal Assistants?

Personal Assistants are people who are dedicated to helping you stay in your home. They are trained and instructed regarding your situation and the services that you need to remain independent.

Who do Personal Assistants work for?

Personal Assistants work for a Medicaid provider agency that pays them and makes sure they are trained to meet your needs. If there are problems with a personal assistant you must call the agency that sent them and let them know that there is a problem.

How old do I have to be to receive Personal Assistance Services?

You may receive personal assistance services regardless of age.

However, if you are under 18 years old, you may get services based on medical need, age appropriateness, and family support. Talk to your provider agency and they can help you with any questions you may have.



Can a Personal Assistant take care of me outside my home?

Any care outside your home must be related to your medical condition. Personal Assistants may take you or go with you, outside your home, in certain circumstances like: going to the doctor, pharmacy, to get groceries, or to walk or exercise.

Personal Assistants may not take you to social activities like: out to lunch, church, school, business meetings, clothes shopping, etc.

Can Personal Assistants take care of me if I live in a foster or group home?

The only time a personal assistant may take care of you in a licensed foster or group home is if your medical condition has changed and you need more care than the home is able to give. This may only be for a short period of time—just until your condition stabilizes.



Are there things my Personal Assistant is not allowed to do?

Yes.

Some things are considered a "skilled" service and only professionals, such as nurses, may help you with these things. Personal Assistance services also do not allow for taking care of the entire family—the service is for you and not to care for your family.



"Skilled Services"

The following list are services that the personal assistant **cannot** help you with:

- Putting in or sterile cleaning of a catheter;
- Irrigation of any body cavities, such as, IV lines;
- Putting sterile dressings on you that involve prescription medication;
- Giving shots; and
- Giving you your medications.

Taking care of children

Your personal assistant may not take your place as the parent or take any legal responsibility for your child or children.



Household Duties

The following list are some of the household duties that your personal assistant *is not allowed* to do:

- Cleaning floor and furniture in areas that you do not use. For example, cleaning the entire living room if you only use your bedroom.
- Doing laundry or bedding that you do not use. For example, doing the entire family laundry.
- Shopping for groceries or household items that you do not need for health or nutrition.
- Supervision, babysitting, or friendly visiting.
- Taking care of your pets—unless the pet is also a seeing eye dog or animal trained to help you stay in your home. In this special case the assistant may give the animal food and water.
- Taking care of your lawn, window washing, and cutting wood.



**If you are not sure what
your personal assistant can
help you with -
*Call your provider agency.***

▶ Let's Learn Together

What am I responsible for?



- You must be able to make your own decisions and choices or have someone who you trust to make decisions and choices for you.
- If you have someone you trust to make decisions for you, you must let your personal assistance agency know who this person is and how to contact them.
- Treat your personal assistant with respect and as you would like to be treated.
- You must participate in a review twice a year with your provider agency.
This is to make sure everything is going well and that you are getting the services you need to stay in your home.
- Keep your provider agency informed.
Make sure you let your provider agency know if assistants have not shown up when scheduled or if there are any problems with assistant care.
- You must participate in a yearly review with Mountain Pacific Quality Health. The nurse will review your care needs to make sure you are getting the services you need.

Your provider agency can only help you if you help yourself.



What do I do if I have a complaint?

First, talk with your provider agency and let them know that there is a problem. If you do not feel that the provider agency handled your problem, then you have the right to file a formal complaint.

As a recipient of Medicaid, the Department of Public Health and Human Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, age, sex, handicap, political beliefs, religion or disability. This includes the admission to, participation in or receipt of services or benefits of any of its programs, activities or employment, whether carried out by the department, through a contractor or other entity. In case of questions or in the event that you wish to file a complaint alleging violations, please contact:

Client Discrimination Complaint Coordinator
406-444-3136 or
TDD: 800-253-4091

Or you may file a complaint with:

U.S. Department of Health and Human Services
Office for Civil Rights
Federal Office Building

1961 Stout Street, Room 1426
Denver, CO 80294-3528
Phone Number: (303) 844-2024
TDD Number: (303) 844-3439

Am I a Good Personal Assistant?

Why are Personal Assistants important?

"I love working as a Personal Assistant and I know the people I help are able to stay in their own home."



Personal Assistants are the core of the Personal Assistance Program and the main reason their consumers are able to stay in their own homes.

Who is my boss?

You must take direction from the agency you work for. The provider agency gives you a care plan sheet that outlines the duties you are responsible for in each home you go into. The consumer may ask you to do something outside this care plan, but you must follow the directions you have been given by your provider agency. This is important so as not to put the consumer or yourself at risk. You should contact your provider agency if you have questions about what service you should and should not be providing in the consumer's home.



What are my responsibilities?

Your first and most important responsibility is to provide the very best care to the consumer as possible. You also have the responsibility of following your provider agency policies and procedures and filling out the appropriate paperwork.

Why is the Service Delivery Record so important?

The Service Delivery Record is important because it provides a tool to track consumer progress, difficulties, decrease or increase in need for services, etc. Health care related paperwork is a requirement of every health service in the nation. Without the Service Delivery Record we would not have a history of the consumer and their needs.

It is important to be careful and fill out the Service Delivery Record accurately. Mistakes may result in the claim not being paid and inaccurate information being placed in the consumer chart.

Talk with your provider agency if you are having difficulty understanding how to record your time.



▶ Let's Learn Together

Do I get training and what are the training requirements?



Training is very important for you to provide the best service possible. Training insures consumer safety as well as your own safety.

You are required to have a basic training course of 16 hours that includes the following:

- Orientation to your provider agency, community and services;
- Body mechanics, transfer, and assisting patient mobility;
- Personal assistance skills;
- Care of the home and personal belongings;
- Safety and accident prevention;
- Food, nutrition, and meal preparation;
- Record keeping, including time records;
- Consumer rights, including confidentiality;
- Communication skills; and
- Basic human needs in order to get a better understanding of the aged and disabled.

After the 16 hour basic training course is successfully finished you must have 8 hours of inservice each year. Your provider agency is responsible for arranging your basic training and all inservices you are required to complete.

How do I report suspected abuse or neglect?

Who do I make reports to and how do I know what to report?

If you suspect that a consumer is being abused or neglected, it is your responsibility to make a report to your provider agency as soon as possible. A serious occurrence may be one of the following, but can also be anything that puts the consumer in danger:



- Physical and/or verbal abuse;
- Neglect;
- Sexual harassment;
- Injuries requiring medical help; and
- Anything that is reported to Adult Protective Services or law enforcement.

How do I report something that happens to me?

Follow the same procedure as above and make sure your provider agency knows what is happening. Some of the things you should be reporting are:

*Make sure
you help your
consumer and
yourself.*

- Physical and/or verbal abuse;
- Sexual harassment; and
- Injuries.



NEED MORE INFORMATION??

The following is a list of the Regional Program Officers (RPO) offices in Montana. Please feel free to call the RPO office in your area.

RPO Office	Phone	Counties
Billings Office 2121 Rosebud Dr. Suite D Billings, MT 59102	Phone: 655-7644 FAX: 655-7646	Big Horn, Carbon, Golden Valley, Musselshell, Stillwater, Treasure, Wheatland, Yellowstone
Bozeman Office 220 W. Lamme, Suite 1E Martel Building Bozeman, MT 59715	Phone: 586-4089 FAX: 587-7863	Gallatin, Madison, Park, Sweetgrass
Butte Office 700 Casey Butte, MT 59701	Phone: 496-4989 FAX: 782-8728	Beaverhead, Deer Lodge, Granite, Silver Bow, Montana State Prison
Glendive Office 218 W. Bell, Suite 205 Glendive, MT 59330	Phone: 377-6252 FAX: 377-1240	Carter, Custer, Daniels, Dawson, Fallon, Garfield, McCone, Powder River, Prairie, Richland, Roosevelt, Rosebud, Sheridan, Valley, Wibaux
Great Falls Office 201 1st Street South Great Falls, MT 59405	Phone: 453-8902 Phone: 453-8975 FAX: 454-6082	Blaine, Cascade, Choteau, Fergus, Glacier, Hill, Judith Basin, Liberty, Petroleum, Phillips, Pondera, Teton, Toole
Helena Office 3075 N. Montana Avenue Helena, MT 59620	Phone: 444-1707 FAX: 444-9659	Broadwater, Jefferson, Lewis & Clark, Meagher, Powell, Montana State Hospital Long Term Care Unit
Kalispell Office 2282 Hwy 93 South Kalispell, MT 59903	Phone: 755-5420 FAX: 751-5944	Flathead, Lake, Lincoln
Missoula Office 2677 Palmer, Suite 240 Missoula, MT 59808	Phone: 329-1312 Phone: 329-1310 FAX: 329-1313	Mineral, Missoula, Ravalli, Sanders

This document was developed under Grant No.11-P-92047/8-01 from the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services. However, the contents herein do not necessarily represent the policy of the U.S. Department of Health and Human Services, and you should not infer endorsement by the Federal government. Please include this disclaimer whenever copying or using all or any part of this document in dissemination activities.



Senior and Long Term Care Division
PO Box 4210
Helena, Montana 59620

....copies of this document
were published at an
estimated cost of \$... Per
copy for a total cost of \$....,